



GP 2742

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "METHOD AND APPARATUS FOR
GENERATING AUTOMATIC
GREETINGS IN A CALL CENTER"Assistant Commissioner for Patents
Attn.: Drawing Review Branch
Washington, D.C. 20231

Dear Sir:

Enclosed for filing with the above-referenced application are three (3) sheets of formal, inked drawings illustrating Figs. 1, 2, and 3 of the application. Figs. 1-3 constitute all of the drawings in the application.

Respectfully submitted,

SHERIDAN ROSS P.C.

By:

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(303) 863-9700Date: Sept. 19, 2000Lucent Technologies, Inc.
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Group Art Unit: 2742

Examiner:

SUBMISSION OF FORMAL DRAWINGS

CERTIFICATE OF MAILING

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS
BEING DEPOSITED WITH THE UNITED STATES POSTAL
SERVICE AS FIRST CLASS MAIL IN AN ENVELOPE
ADDRESSED TO COMMISSIONER OF PATENTS AND
TRADEMARKS, WASHINGTON, DC 20231 ON 9/19/00

SHERIDAN ROSS P.C.

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